How can I keep old SLA data while changing SLA definitions

✓ *See our new document.*

Most of the times customers want to keep SLA data of existing issues when they attempt to change SLA definitions. There is a simple way to do this in Time to SLA app where you limit your current SLA definition to existing issues and define a new SLA definition for new issues. Here is the detailed instructions:

Say you would like to apply new SLA definitions on issues created after 2019/05/20

1. Go to SLA Configuration page from Time to SLA menu, click the settings icon next to your **current** SLA definition and click Clone option from opened menu.
   a. Set the name of new SLA as current SLA name followed by a version identifier like "v2", "new" etc. eg. "Time to Respond v2"
      (Adding a version identifier is optional yet it is recommended since it could be helpful to distinguish different versions of your SLA)
   b. Select whether or not pause, reset and notification settings should be cloned into new definition (probably you would like to check all of them)
   c. Click Save and Edit and then you will be directed to configuration page for your new SLA
   d. add following clause to the end of current JQL filter in SLA definition and save the changes

   ```
   AND created > "2019/05/20"
   ```

2. Return to SLA Configuration page and change your **current** SLA definition as follows:
   a. add version identifier to its name such 'v1', 'old' etc. indicating that it will be used for only past issues eg. "Time to Respond v1"
      (This step is optional yet it is recommended since it could be helpful to distinguish different versions of your SLA)
   b. add following clause to the end of current JQL filter in SLA definition and save the changes

   ```
   AND created < "2019/05/20"
   ```

At the end you will have 2 SLA definitions and your issues will be subject to either one of these based on your date criteria. You can use any other field to distinguish issues such as resolution date etc. but be sure that you handle EMPTY values of those fields properly.